



IOWAccess Advisory Council

IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request Design approval, then complete and submit Parts IV and V to request Implementation approval.

Part I - Project Information

Date:	April 22, 2010
Agency Name:	Iowa Workforce Development
Project Name:	Workers' Compensation PERFECT System
Agency Manager:	Christopher Godfrey, Commissioner of Workers' Compensation
Agency Manager Phone Number / E-Mail:	515-281-8335 Christopher.Godfrey@iwd.iowa.gov
Executive Sponsor (Agency Director or Designee):	IWD Deputy Director Joe Walsh
Initial Total for Design:	\$ None Requested
Initial Total for Implementation:	\$ 25,000 Requested
Initial Total for all Phases of Project, if Multi-Phased:	\$ 25,000 Requested
Project Timeline: (estimate start and end dates for project spending)	Implementation Start Date: 5/1/2010 Implementation End Date: 10/01/2010
Revised Total for Design and Implementation:	\$ 25,000 Requested
Revised Total for all Phases of Project, if Multi-Phased:	\$ 25,000 Requested

Part II - Project Overview

A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

Response: Iowa Workforce Development is currently developing a new system to support the Workers' Compensation Program. IWD is requesting \$25,000 to add additional functionality to the web-based Paperless Electronic Records Filing and Electronic Claims Technology System (PERFECT) for the Iowa Workforce Development's Division of Workers' Compensation. This project will allow all registered external users (attorneys, employers or claimants) the ability to schedule a hearing on a claim without interaction with the division staff reducing the amount of time currently expended by both the external customers and internal staff to schedule an agreeable time. It will also collect all petition filing fees electronically using the State of Iowa Electronic Payment System.

Both functions have been mapped and designed by division staff and the vendor. We are requesting the funding to complete the coding and implementation.

B. Strategic Plan: How does the proposed project fit into the strategic plan of the requesting agency?

Workers' Compensation Strategic Plan:

In January 2006, Chris Godfrey became the Commissioner of the Iowa Division of Workers' Compensation. The Commissioner had previously been in private legal practice, practicing primarily in the area of workers' compensation. Commissioner Godfrey recognized the various costs and inefficiencies within the practice of law before the Iowa Division of Workers' Compensation. Immediately upon his arrival at the division he began the process of moving from a paper based office to a digital office. Working with the Governor's office and various legislators the commissioner obtained a one-time appropriation of \$500,000.00 to design and implement a paperless office program.

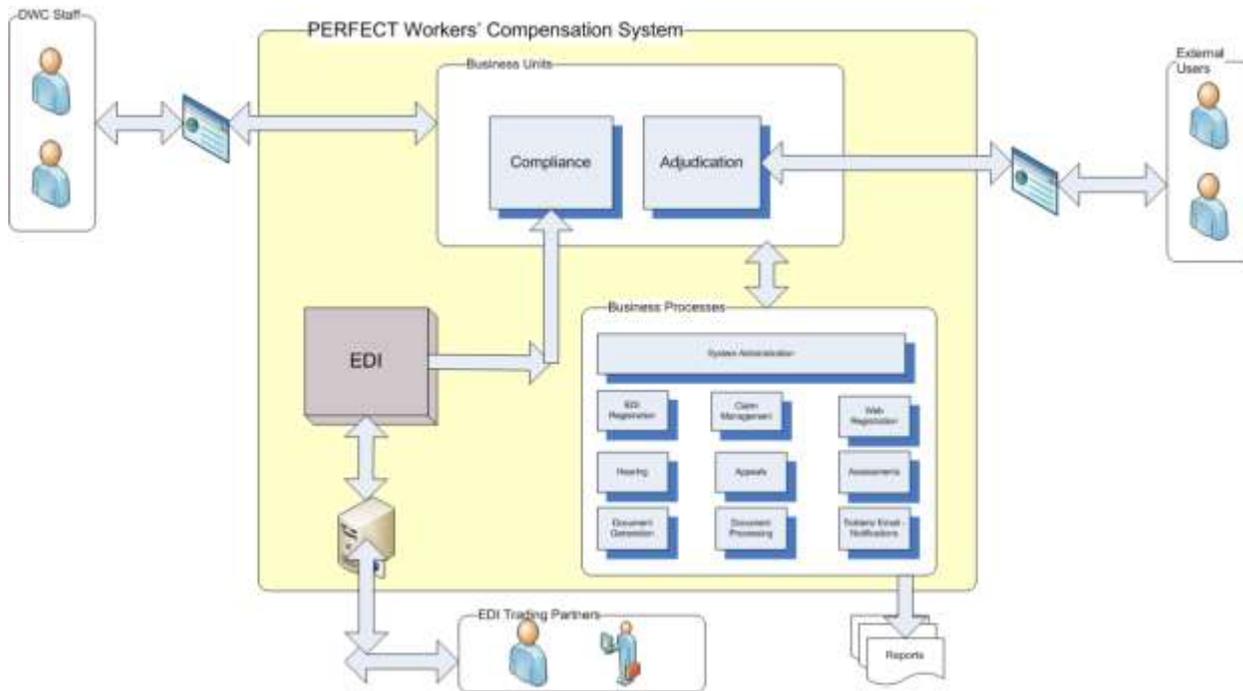
The goals of the system under development is to reduce the lead time from the time a petition is filed with the division until the case is administratively closed; electronically store the closed files; reduce the use of paper within the division utilizing existing computer infrastructure to manage case files; reduce excessive mailing costs; provide on-line access to outside Attorneys; reduce storage space required for large paper files; allow Attorneys to file petitions and other filings electronically over the web; automatically setup an electronic file; send e-mail notifications to all the parties confirming creation of the file upon filing of petition and submission of new documents filed in the case; allow a defendant to file answers to the petition and allow archival of electronic files for a period of 60 years (on-line access of electronic files for a period of 10 years). Claim Reception and Evaluation – Via EDI, IAIABC Release # 3, both the First Report of Injury (FROI) and the Subsequent Report of Injury (SROI) will be used to accept, evaluate, and update, from opening thru closure, the compliance claim; Recording all benefit payments – A payment(s) of any indemnity benefit for a compliance claim; dispute resolution – The receipt and review of an agreement between the claimant and the service provider, for a quick and non-litigated resolution of the claim; Settlements – An agreement between the claimant and the claims administrator to accept a lump sum payment in place of the scheduled and non scheduled benefit payments for the claimant's loss; Document Remediation – The correction or highlight of something bad or defective in a document; Supplemental Issues Reception – receipt of issues in Mediation; Intermittent Benefit Commence – Upon discovery that the claimant was unable to return to work after being released to return to work by the claims administrator, the claim will be reopened and benefits reinstated; archive and storage – The retention of compliance claim incoming data, acknowledgement data, and litigation activity in a location for easy access if needed.

This project will add electronic hearing self-service scheduling to the new system and electronic payment of all petition filing fees using the State of Iowa Electronic Payment System which supports the agency and enterprise e-government strategic plan. Adding this functionality to the system currently under development will significantly benefit the Citizens using the systems.

C. Current Technology:

1. Provide a summary of the technology used by the current system.

The following is a summary of the system under development. The requested project would use this infrastructure.



Application:

The application has an intuitive graphical user interface (GUI). The internal web application will support major web browsers.

System will implement both client and server side validations using the scripting languages. The user interface technologies will include HTML, JavaScript, ASP.NET and VB.NET.

Hardware Interface:

The hardware interfaces for the PERFECT System include Windows based Oracle 11g database server for all database objects. The application will require a Windows based web server with IIS 6.0 that would deploy the front-end objects for the Internal Web Application and another Windows based web server for External Web Application. System will require one server for deploying batch processes for automated document routing and automated notifications. It will require another server machine for the workflow and the content server engine. The system will require an FTP server and a server machine for EDI installation.

All these machines will run on Windows Server 2003 Operating System.

Software Interfaces:

The PERFECT System will run on the database structure used by the ICMS application and changes will be made to this DB structure as per Iowa requirements.

Following are the software requirements for the PERFECT System:

1.	Database	Oracle 11g
2.	Web Server:	Internet Information Service 6.0(IIS)
3.	Front End Development:	Visual Studio 2005, Microsoft .Net framework 2.0, VB.NET

4.	FileNet Panagon	Content Services 5.5, IDM Web Services 4.0.2, FileNet eProcess 5.2
5.	Reporting Tool	Crystal Enterprise 11.0
6.	Browser for Clients (Internal Web Application)	Agency standard web browser
7.	Browser for Clients (External Web Application)	Major Web Browsers
8.	FTP Server and Client Software	GlobalEscape for FTP.

Communication Interfaces:

The web application part of the PERFECT System will be deployed on web environment with thin client based user interface. It will extensively leverage Hypertext Transmission Protocol (HTTP)/ Internet Protocol (IP) for data exchange between the client and server machines.

The EDI component will be deployed on a separate server machine and it will interface with the FTP server to retrieve the EDI transmissions submitted by the trading partners in their folders. Each Trading partner will be assigned a folder by IWD at the time of registration. They will use this folder for sending out all the EDI transmissions to IWD and for retrieving the acknowledgements to the files sent by them.

2. How does the proposed project impact the agency's technological direction?

This project will use the new technology listed above which is replacing the existing mainframe system. It supports the agency direction to provide more electronic services to the external customers and use new technologies and a relational database.

3. Are programming elements consistent with a Service Oriented Architecture (SOA) approach?

Yes

4. Are programming elements consistent with existing enterprise standards?

Yes

D. Statutory or Other Requirements

1. Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

- YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

Response:

The Iowa Division of Workers' Compensation is required by statute to provide hearings in contested workers' compensation claims and to enforce compliance with the Iowa Workers' Compensation Act. There are various compliance statutes (including Iowa Code section 86.13A) which will be significantly easier for the division to enforce with the implementation of the new system. The current mainframe application requires significant manipulation to obtain data on the timeliness of commencement of workers' compensation disability benefits while the new system will automatically generate reports with this data.

Neither the online payment for initiating a claim, nor the online scheduling process is statutorily required nor is there a mandate for those functions. The function for online payment of a fee does, however, provide additional security within the division as the staff would no longer be responsible for the accounting and deposits associated with our current collection of fees.

2. Is this project or expenditure required by state law, rule or order?

- YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

Response:

3. Does this project or expenditure meet a health, safety or security requirement?

- YES (If "YES", explain.)

Response:

4. Is this project or expenditure necessary for compliance with an enterprise technology standard?

- YES (If "YES", cite the specific standard.)

Response:

[This section to be scored by application evaluator.]

Requirements/Compliance Evaluation (15 Points Maximum)

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.

**E. Impact on Iowa's Citizens**

1. Project Participants - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Response:

This project will support external registered users who are part of the Workers' Compensation hearing process. It will coordinate and provide available times for external registered users to select hearing times that fit all parties' schedules. This includes attorneys, claim administrators, insurer, claimants without attorneys, and employers without attorneys.

There are annually approximately 3,500 hearings conducted statewide including two parties affecting approximately 7,000 Citizens. The hearing scheduling enhancement will save approximately 3 hours of citizen time coordinating and scheduling the hearings. It also automates the consolidation of hearings to block the appropriate time to hear all pending matters at one scheduled time. Approximately 3,250 filing fees are paid annually. This includes attorneys, claim administrators, insurer, claimants without attorneys, and employers without attorneys.

The division's PERFECT System is designed specifically to allow other governmental entities to obtain reports and other information electronically. The collaboration will occur with the Iowa Division of Labor (IOSHA), the Child Support Recovery Unit, the Second Injury Fund of Iowa (Treasurer and AG's office); and the United States Social Security Administration. Each of these units requires access to information from the division which is currently provided only upon request or by manual access to information by generating a report manually. The PERFECT System will allow these entities to have immediate access to the data without having to make a specific request from division staff.

2. Service Improvements - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response:

The goal of this project is to add the ability for external registered users who file petitions and other filings electronically over the web to be able to make payment of the filing fee by credit card or e-check and automatically select a hearing time available by all parties. It will also extend the ability of Citizens to conduct business with the workers' compensation outside of the regular business hours.

3. Citizen Impact – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

Response:

Citizens involved in the workers' compensation process will be able to review electronically their case information, conduct business outside of the regular business hours, pay electronically, and better manage the time necessary to schedule their cases for hearing with the Division of Workers' Compensation.

4. Public Health and/or Safety – Explain requirements or impact on the health and safety of the public.

Response:

None

[This section to be scored by application evaluator.]

Impact Evaluation (15 Points Maximum)

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points).
- Significantly directly impacts Iowa citizens (11-15 points).

[This section to be scored by application evaluator.]

Customer Service Evaluation (10 Points Maximum)

- Minimally improves customer service (0-3 points).
- Moderately improves customer service (4-6 points).
- Significantly improves customer service (7-10 points).

F. Scope

1. Is this project the first part of a future, larger project?

- YES (If "YES", explain.) NO, it is a stand-alone project

Response:

2. Is this project a continuation of a previously begun project?

- YES (If "YES", explain.)

Response:

YES

The system currently under development provides a new system delivering all workers' compensation service electronically.

System Administrative Functions					
Core Functions	EDI Transaction Processing and Acknowledgement	Supplemental Functions	Payment Calculation and Evaluation	Support Functions	Registration
	External User Document Submissions		Schedule Hearings and Mediations		Security
	Claim Reception And Management		Document (Letters and Orders) Generation		Electronic Payment
	Litigation Document Processing		Entity Management		Date Warehousing
	Arbitration and Adjudication		Document Filing Notifications		Intra Office Communication-Ticklers
	Appeals		Email Notifications to Claim Parties functionality		Data Storage and Auditing
	Settlements				
	Assessments				
System Report Functions					
Standard Document and Data Utilities					
IOWA LANS and WANS					
WWW					

This project will add two additional functions for the PERFECT System. The first is to allow for the online payment of a petition filing fee by credit card or acknowledge payment by check. The second function would allow the users of the PERFECT System to schedule a hearing on a claim without interaction with the division staff. Both functions have been mapped and designed by our staff and the vendor and require additional funding to complete.

[This section to be scored by application evaluator.]

Scope Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)
- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).
- This is beyond the first year of a multi-year project / expenditure (6-10 points)

The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of implementation and termination of the project / expenditure would waste previously invested resources.

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology/IOWAccess funds? If desired, provide additional comment / response below.

Response:

The current \$770,000 system development project is funded by a \$500,000 State Appropriation and \$270,000 from the Division of Workers' Compensation funding. This request for \$25,000 to add the electronic self-service hearing scheduling functionality and integration with the State of Iowa Electronic Payment System represents 3% of the total system development cost.

The on-going support of this project will be funded by the Iowa Workforce Development Division of Workers' Compensation. This project will not increase the on-going support cost of the application.

[This section to be scored by application evaluator.]

Funds Evaluation (5 Points Maximum)

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)



Part III – Design Proposal

Amount of Design Funding Requested: \$ None

A. Process Reengineering

1. Provide a *pre-project or pre-expenditure* (before implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

Response:

N/A

2. Provide a *post-project or post-expenditure* (after implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response:

N/A

[This section to be scored by application evaluator.]

Reengineering Evaluation (10 Points Maximum)

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).



B. Timeline

Provide a projected timeline for the Design phase of the project. Include such items as **start date, projected end date**, planning, and database design. Also include the parties responsible for each item.

IWD has a contract currently with a vendor to develop the new system. This vendor will be responsible for developing this additional functionality.

Current System Development Timeline:

Project Startup - 10-20-2009

SRS, Prototype, Design - 5-01-2010

Development and Testing – 7-26-2010

Implementation - No later than 10-1-2010

This Project Timeline to add external automated hearing scheduling and integration with the State of Iowa integrated payment service.

Development and Testing - May 1, 2010 to July 26, 2010

Implementation - No later than 10-1-2010

[This section to be scored by application evaluator.]
Design Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).



C. Spending Plan

Explain how the funds will be allocated.

The \$25,000 is for professional services to develop code to add the automated external hearing scheduling function and integration with the State of Iowa electronic payment service.

D. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Design Financial Benefit Worksheet, # 5 below and the Implementation Financial Benefit Worksheet, # IV E3, as necessary:

1. One Year Pre-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation.

Describe One Year Pre-Project Cost:

The present hearing scheduling system requires the Division of Workers' Compensation to have a full-time scheduler working with outside parties to schedule nearly 3500 cases for hearing. These cases are for hearings in Des Moines and seven other venues in the state. These hearings can be in-person or by telephone for alternate medical hearings. Many of the scheduled hearings do not occur as cases settle by the time that the hearing date arrives. The current scheduling process requires external registered users to view an online calendar and select hearing date(s). The parties, when they agree to a hearing date, must then email the date, time, and venue location of the hearing they would like to schedule. The email is sent to the division's scheduling staff. If those dates and times are still available then the scheduling staff manually enters the information into our scheduling log and prepares a hearing assignment order and it is mailed manually to each party to the case. If, upon receipt of the email, one or more of the proposed hearing times has been filed by someone else then the scheduling staff is required to contact the parties to notify them that a proposed hearing time is no longer available and the process begins anew. The scheduling staff has a back up to assist with excessive volume of hearing requests. The docket staff of the division is also required to assist in the preparation and mailing of the hearing assignment order.

The internal staff will no longer open mail, process the check using the check logs, and make deposits. All of these functions will occur automatically within the system and be tracked in the I3 financial system.

Quantify One Year Pre-Project Cost:

Hearing scheduling staff salary costs -----\$50,000

Payment processing staff salary and travel costs -- \$30,000

Postage costs --- \$20,000

	State Total
FTE Cost(salary plus benefits):	\$80,000
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$20,000

Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$
Total One Year Pre-Project Cost:	\$100,000

2. One Year Post-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project implementation.

Describe One Year Post-Project Cost:

With this project funding, the PERFECT System will bypass all of the steps above and allow the parties to select and enter their hearing dates without assistance from the agency. The hearing calendar will be accessible to registered external parties to a case and will show time slots for available hearings. The parties will then select an open date and confirm the time. The PERFECT System will then automatically prepare the hearing assignment order and an email confirmation will be sent to each party confirming the hearing information. The proposed system will save the time of the external customers as they work to select and confirm hearing dates. The proposed system will also allow for the hearing scheduling staff to be reassigned to other duties and will save the agency significant postage costs as hearing assignment orders will be delivered electronically as opposed to by mail.

It will allow all registered external customers to submit credit card and e-check payments electronically. The system will automatically confirm payment funding receipt within the PERFECT System and the I3 State of Iowa financial accounting system. This process will also offer the external user the option of paying by credit card. This functionality will eliminate the manual tracking and deposit of checks by internal staff.

We estimate a portion of a staff position will continue to be assigned to support and resolve any customer service needs supporting the automated hearing scheduling and electronic payment processes.

Quantify One Year Post-Project Cost:

	State Total
FTE Cost(salary plus benefits):	\$10,000
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$4,000
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$
Total One Year Post-Project Cost:	\$14,000

3. One Year Citizen Benefit - Quantify the estimated one year value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

Describe savings justification:

We estimate that we schedule roughly 3,500 hearings and receive 3,250 payments annually. Since the majority of our customers are attorneys, we estimate the cost per hour at \$100.00. The automated hearing process would save roughly 3 hours of external customer's time coordinating the manual scheduling process. The external customer benefit for electronic payment would be the option of credit card payment and e-check processing. This would save them postage, however, we have not included any tangible benefit costs in our ROI calculation.

Transaction Savings	
Number of annual online transactions:	7000
Hours saved/transaction: estimate 3 hours/hearing scheduled – 3,500 annually	3
Number of Citizens affected:	7000
Value of Citizen Hour	\$100
Total Transaction Savings:	\$110,500
Other Savings (Describe)	\$
Total One Year Citizen Benefit :	\$110,500

4. Opportunity Value/Risk or Loss Avoidance - Quantify the estimated one year non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc

Response:

N/A

5. Design Financial Benefit Worksheet

N/A

A. Total One Year Pre-Project cost (Section III D1):	\$	
B. Total One Year Post-Project cost (Section III D2):	\$	
C. State Government Benefit (= A-B):		\$
D. One Year Citizen Benefit (Section III D3):		\$
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$
F. Total Design Benefit (C+D+E)	\$	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$	
Benefit / Cost Ratio: (F/G) =		
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100		

6. Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

N/A

[This section to be scored by application evaluator.]

Design Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part IV – Implementation Funding

Amount of Implementation Funding Requested: \$ 25,000

Amount of Hosting Requested: \$ None

Note: Projects developed by DAS-ITE allow first year of hosting charges

A. Timeline

Provide a projected timeline for the Implementation phase of the project. Include such items as **start date**, coding, testing, deployment, conversion, parallel installation, and **projected date of final release**. Also include the parties responsible for each item.

Response:

IWD has a contract currently in place with HCL to develop the system. This project would be a change request to the existing contract. HCL would be responsible for developing this additional functionality.

Current System Development Timeline:

- Project Startup - 10-20-2009
- SRS, Prototype, Design - 5-01-2010
- Development and Testing – 7-26-2010
- Implementation - No later than 10-1-2010

This Project Timeline:

- Development and Testing - May 1, 2010 to July 26, 2010
- Implementation - No later than 10-1-2010

[This section to be scored by application evaluator.]
Implementation Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).
- The timeline seems reasonable with few problem areas (4-6 points).
- The timeline seems reasonable with no problem areas (7-10).

B. Funding Requirements

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades.

	Current FY		Current FY +1		Current FY +2	
	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost	Cost(\$)	% Total Cost
State General Fund	\$0	0%	\$0	0%	\$0	0%
Pooled Tech. Fund /IOWAccess Fund	\$25,000	0%	\$0	0%	\$0	0%
Federal Funds	\$0	0%	\$0	0%	\$0	0%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%

Other Funds – Workers’ Compensation Budget	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$25,000	0%	\$0	0%	\$0	0%
Non-Pooled Tech./Non-IOWAccess Total	\$	0%	\$0	0%	\$0	0%

The current \$770,000 system development project is funded by a \$500,000 State Appropriation and \$270,000 from the Division of Workers’ Compensation funding. This request for \$25,000 to add the electronic self-service hearing scheduling functionality represents 3% of the total system development cost.

The on-going software maintenance, hosting, and application support of overall system and this project will be funded by the Iowa Workforce Development. This project will not increase the on-going support cost of the application.

**[This section to be scored by application evaluator.]
Implementation Funding Evaluation (10 Points Maximum)**

- The funding request contains questionable items (0-3 points).
- The funding request seems reasonable with few questionable items (4-6 points).
- The funding request seems reasonable with no problem areas (7-10).



C. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project-related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[\left(\frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1 st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1 st Year)	% State Share	Annual Prorated Cost
Agency Staff	\$		%	\$	%	\$
Software	\$		%	\$	%	\$
Hardware	\$		%	\$	%	\$
Training	\$		%	\$	%	\$
Facilities	\$		%	\$	%	\$
Professional Services	\$25,000	10	0%	\$0	%	\$2,500
ITE Services	\$		%	\$	%	\$
Supplies, Maint., etc.	\$		%	\$	%	\$
Other	\$		%	\$	%	\$
Totals	\$		%	\$	%	\$2,500

D. Spending plan

Explain how the funds will be allocated.

E. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Implementation Financial Benefit Worksheet, #3 below, as necessary:

1. Opportunity Value/Risk or Loss Avoidance – Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response:

N/A

2. Benefits Not Readily Quantifiable – List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

The overall benefits of the current development and the additional functionality is as follows:

- 1- Reduces storage costs for the division – the division is required to maintain paper files for a period of 60 years, at a great cost to the agency.
- 2- Reduces docket duties for reassignment to other duties – the internal staff will no longer open mail, find claim files, make copies of documents for multiple claim files, enter data into the mainframe, and deliver files to deputy commissioners for rulings. All of these functions will occur automatically within the system. Online payment by credit card or echeck will save significant time as staff will no longer handle check logs and make deposits.
- 3- Increases ease for the use of our customers – when a user opens a case the file will begin online with the payment of a filing fee by credit card or echeck. No mailings of paper documents to other parties will be necessary. No postage costs will be borne by the customers. All filings by the division will arrive by email with less chance of miss-filings and no longer will customer need staff to open mail and file documents in internal files.
- 4- Reduces costs and duties for generation of orders, rulings, and notices.
- 5- Significant mailing reduction for the division's staff as well as for customers.
- 6- The online payment function will be a savings to the agency as staff will no longer be responsible for this task. The function also will have a savings to outside users as they will no longer be required to mail a check to the division.
- 7- The online scheduling function will create savings for outside users as they will be able to quickly schedule a hearing without a delay and without interaction with division staff. The division will also benefit as our staff will not be required to interact with outside users and the hearing assignment order will be automatically generated and served electronically instead of by mail.

3. Implementation Financial Benefit Worksheet

A. Total One Year Pre-Project cost (Section III D1):	\$100,000	
B. Total One Year Post-Project cost (Section III D2):	\$14,000	
C. State Government Benefit (= A-B):		\$ 86,000
D. One Year Citizen Benefit (Section III D3):		\$110,500
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		\$0
F. Total Design Benefit (C+D+E)	\$196,500	
G. Annual Prorated Cost (From Budget Table, Section IV C):	\$2,500	
Benefit / Cost Ratio: (F/G) =	78.6%	
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100	776	

[This section to be scored by application evaluator.]
Implementation Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).



Part V – Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.

1. Improved customer service**Response:**

Reduce the lead time from the time a petition is filed with the division until the case is administratively closed. The reporting component of the system will be able to track this metric.

Reduce the docket duty staff time used. This staff will be reassigned to other duties. This will be tracked and measured manually.

2. Citizen impact**Response:**

Reduce the number of rescheduled hearings. The reporting component of the system will be able to track this metric.

3. Cost Savings**Response:**

Reduce the allocation of staff resources to the docket duty process. This will be tracked and measured manually.

Reduce postage costs. The internal budgeting process will be used to measure this metric.

4. Project reengineering**Response:**

N/A

5. Source of funds (Budget %)**Response:**

The savings from reduced docket duty staff costs and postage savings will be redirected to other compliance functions.

6. Tangible/Intangible benefits**Response:**

This project will add electronic hearing self-service scheduling to the new system and payment of all filing fees which supports the agency and enterprise e-government strategic plan. The additional functionality to the system currently under development will significantly benefit the Citizens using the systems reducing the time needed for scheduling a hearing time for all parties and offering the ability to pay on-line the required filing fees. The tangible benefits are reduced staff scheduling time for external customers and internal staff, reduced mailing and postage costs, and reduced filing and disposition time.

The intangible benefits are electronic payment options and electronic external customer access to their workers' compensation case information.

Evaluation Summary

[This section to be completed by application evaluator.]

Design Phase:

Requirements/Compliance Evaluation (15 Points Maximum)	<input type="text"/>
Impact Evaluation (15 Points Maximum)	<input type="text"/>
Customer Service Evaluation (10 Points Maximum)	<input type="text"/>
Scope Evaluation (10 Points Maximum)	<input type="text"/>
Funds Evaluation (5 Points Maximum)	<input type="text"/>
Reengineering Evaluation (10 Points Maximum)	<input type="text"/>
Design Timeline Evaluation (10 Points Maximum)	<input type="text"/>
Design Financial Evaluation (15 Points Maximum)	<input type="text"/>
<u>TOTAL DESIGN EVALUATION</u> (90 Points Maximum)	<input type="text"/>

Implementation Phase:

Implementation Timeline Evaluation (10Points Maximum)	<input type="text"/>
Implementation Financial Evaluation (15 Points Maximum)	<input type="text"/>
Implementation Funding Evaluation (10 Points Maximum)	<input type="text"/>
<u>TOTAL IMPLEMENTATION EVALUATION</u> (35 Points Maximum)	<input type="text"/>